



READY, SET, ENGAGE! PATHWAYS TO OPPORTUNITY



December 5–7, 2017
DoubleTree Hotel
Sacramento, CA

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Mission Statement:

The California Community College CalWORKs Association provides education and leadership, promotes statewide collaboration, and influences policy development while strengthening professional growth to advance CalWORKs student success and self-sufficiency through educational excellence and workforce training.

Vision Statement:

The California Community College CalWORKs Association is recognized as the foremost collective voice for the promotion of education as a vehicle to self-sufficiency for CalWORKs students.

California Community College CalWORKs Association
"A Voice for Self-Sufficiency through Education"
P.O. Box 387, Santa Rosa, CA 95402
info@calworksassociation.org



WELCOME

On behalf of the California Department of Social Services, it is my pleasure to welcome you to the 2017 CalWORKs Training Academy. Embracing the theme “*Ready, Set, Engage! Pathways to Opportunity*,” the 2017 CalWORKs Training Academy is designed to expand attendees’ program knowledge and boost their success in engaging CalWORKs families. The Academy will offer a series of workshops and sessions that will include opportunities for attendees to engage in valuable discussions, exchange best practices, and enhance their skills and knowledge base.

This event brings together front-line human service and workforce development practitioners, administrators, community college representatives, service providers, trainers, and a variety of other partners who provide services to CalWORKs families. Strong collaboration between social service agencies and stakeholder partners ensures the success of the CalWORKs program statewide. With this in mind, the Training Academy offers general sessions and workshops geared for all social services professionals.

The Training Academy will include workshops that reinforce attendees’ knowledge of program fundamentals and recent program changes. This includes workshops on topics such as subsidized employment, housing, client-centered services, and developing welfare-to-work plans. The Training Academy also offers the opportunity for attendees to participate in skill-building workshops tailored for the social service professional, such as motivational interviewing and developing interpersonal relationships.

Thank you for joining your colleagues in this excellent opportunity to exchange perspectives about the evolving CalWORKs environment and share ideas about how to improve the program’s effectiveness through increased family engagement and empowerment.

Sincerely,

A handwritten signature in blue ink, appearing to read "Will Lightbourne".

Will Lightbourne
Director, California Department of Social Services

GENERAL INFORMATION

REGISTRATION

Registration is open the following dates and times:

Tuesday, December 5

7:30 a.m. – 6:30 p.m.

Wednesday, December 6

7:00 a.m. – 5:00 p.m.

Thursday, December 7

7:00 a.m. – 11:45 a.m.

All registration matters will be handled at the registration area located in the Grand Ballroom Foyer.

NAME BADGE ADMITTANCE

In order to participate in the CalWORKs Training Academy, attendees must register and wear their name badge at all times.

ROOM MONITORS

Room monitors can pick up their room monitor packets at the Training Academy registration desk located in the Grand Ballroom Foyer. Room monitor packets should be picked up no later than one hour prior to the beginning of each workshop.

AUDIO AND VIDEOTAPING POLICY

Anyone desiring to make video or audio recordings or take photographs of presenters, participants, or general session speakers, must obtain advance authorization from the Training Academy coordinators, and then obtain the written permission of those parties who will be recorded and/or photographed. For more information, please visit the Training Academy registration desk in the Grand Ballroom Foyer.

NETWORKING RECEPTION

Please come join your colleagues for a great networking opportunity! Tuesday, December 5 from 5:00 – 7:00 p.m. in the Grand Ballroom. A no-host bar and light appetizers will be provided.

CONTINUING EDUCATION

Marriage and Family Therapists (MFT) and Licensed Clinical Social Workers (LCSW)

Sacramento State is an approved provider by the California Board of Behavioral Sciences (BBS), as a higher education institution. This course meets the qualifications for up to 16 hours of continuing education credit for MFTs and/or LCSWs as required by the California BBS.

To qualify for BBS hours complete the following steps:

- Visit the registration desk and pick-up a BBS packet.
- Sign-in at the beginning of the Training Academy.
- Attend and complete an evaluation form for all workshop and plenary sessions listed in your packet. You must participate in a minimum of 9 hours to qualify for credit.
- Return the completed packet to the registration table.
- Sign-out at the end of the Training Academy.
- A certificate of attendance will be mailed to you in approximately three to four weeks.

PRE-ACADEMY SESSIONS

TUESDAY, DECEMBER 5, 2017 • 8:30 a.m. – 12:00 p.m.

STRENGTH-BASED MOTIVATIONAL ENGAGEMENT STRATEGIES

Strength-Based Motivational Engagement is an integrated and complex set of skills and strategies based on the principles of self-sufficiency and collaboration. This session offers opening strategies to use with clients in the early stages of the case management relationship and discusses the process of establishing and maintaining the helping relationship.

This session includes instruction, opportunities for reflection, practice of skills, and strategies that are useful in helping clients change their lives.

The session will also focus on strategies case managers and management use to establish and maintain a helping relationship with case workers and clients.

By the end of the session, attendees will:

- Have increased awareness of the principles of strength-based practices.
- Understand and recognize how unconscious bias of both the client and helping professional can impede collaboration.
- Practice skills to enhance the strategic and purposeful use of the motivational interview techniques available to the helping professional.
- Reflect on the importance of word choice and how to use the strength-based reframing approach towards working with resistance.

CHRISTINE LY

Instructor, University of California, Davis, Center for Human Services

Christine Ly has dedicated the past 14 years to easing the burdens of her customers and staff with Merced County before transitioning to teaching for University of California, Davis full-time this year. Having found her passion with Welfare to Work (WTW) 10 years ago, she learned that to truly help others, you must teach them to help themselves. Known for her creative engagement skills in decreasing WTW sanctions, increasing customer involvement, and efficient case management techniques that ultimately increases Work Participation Rates. She has worked in multiple specialized units including: Linkages, Subsidized Employment, Interim Supervisor for Job Readiness, WTW Induction and Transition, as well as the Online CalWORKs Appraisal Tool (OCAT), trainer.

TUESDAY, DECEMBER 5, 2017 • 9:00 a.m. – 12:00 p.m.

CALWORKS HOUSING SUPPORT PROGRAM PRE-ACADEMY/FORUM

Local county representatives implementing housing programs will share best practices and answer questions from attendees. Topics will include Interim Housing, including how to minimize interim housing costs while seeking permanent housing; Housing Support Program (HSP) and Coordinated Entry Integration, including how it is going and how it can support prioritization; and, Right-sizing the Subsidy, including how to calibrate subsidies to support as many families as possible in an effective and sustainable way. Each presentation will also include time for open discussion. This is an opportunity to ask questions, network with your peers, and better understand how the CalWORKs Housing Support Program can benefit our communities.

This session is limited to county staff (or staff from the county's contracted HSP partner) currently operating a local Housing Support Program. Staff from County Welfare Departments not yet participating, but interested in learning more, are also welcome to attend.

OPENING GENERAL SESSION

TUESDAY, DECEMBER 5, 2017 • 1:00 p.m. – 2:30 p.m.
WELCOME REMARKS

WILL LIGHTBOURNE

Director, California Department of Social Services

Will Lightbourne was appointed by Governor Jerry Brown to be director of the California Department of Social Services in April 2011. Prior to becoming CDSS director, Mr. Lightbourne served for twenty years as director of county human services agencies in Santa Clara, San Francisco and Santa Cruz counties, and before that served as director of Catholic Charities of the Archdiocese of San Francisco.

KIM JOHNSON

**Chief, CalWORKs and Child Care Branch, Family Engagement and Empowerment Division,
California Department of Social Services**

Kim Johnson serves as the Chief of the CalWORKs and Child Care Branch, Family Engagement and Empowerment Division, at the California Department of Social Services. In this capacity she is responsible for planning, policy direction and oversight of the California Work Opportunity and Responsibility to Kids (CalWORKs) program, Tribal TANF, Stage 1 Child Care, and additional social service programs and supports that use client-centered practices and two-generational approaches to engage and empower families as they work towards self-sufficiency. Ms. Johnson has over 20 years of experience working in various family support and children's programs. Ms. Johnson holds a degree in social welfare from the University of California, Berkeley.



RESPONDING TO HUMAN NEEDS BY DEVELOPING HUMAN SERVICES

Providing professional development training and technical assistance in:

- Child welfare
- Eligibility/employment services
- Leadership and organizational development
- Tribal social services
- Juvenile probation
- Behavioral health
- Developmental disabilities services

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OPENING GENERAL SESSION

TUESDAY, DECEMBER 5, 2017 • 1:00 p.m. – 2:30 p.m.

POVERTY IN CALIFORNIA: LOOKING AHEAD

Experts will offer their perspective on poverty, the role of the social safety net, and engaging families in programs that address their unique needs. Panelists will discuss the importance of empowering families in a way that supports them to reach their goals, focusing in on what has worked, and what additional strategies we can employ.

Moderator: Kim Johnson, Chief, CalWORKs and Child Care Branch, California Department of Social Services

PANELISTS:

SAYORI BALDWIN

**Assistant Director, Self Sufficiency Division, County of Riverside
Department of Public Social Services**

Sayori Baldwin is the Assistant Director for the Riverside County Department of Public Social Services. She is currently responsible for overseeing the Self-Sufficiency Division including: Medi-Cal, CalFresh, CalWORKs, Welfare-to-Work, Child Care, and General Relief. Ms. Baldwin has over 28 years of experience working in the health and human services field. Prior to serving in her current role, Ms. Baldwin served as a Deputy Director for eight years in which she oversaw an Administrative Services Division which consisted of Human Resources, Policy, Program Technology, Staff Development and Research and Development. She also served as the department's Press Officer. Ms. Baldwin is passionate about serving individuals and families in need. During her tenure with Riverside County, she has been instrumental in improving business processes within the health and human services field by keeping the customer at the forefront and utilizing design thinking, project management, leadership development, and research and development principles to streamline processes and develop best practices. Ms. Baldwin is a certified trainer for Project Management.

TODD BLAND

**Deputy Director, Family Engagement & Empowerment Division,
California Department of Social Services**

Todd R. Bland is currently the deputy director of the Family Engagement and Empowerment Division at the California Department of Social Services. He is responsible for the California Work Opportunity and Responsibility to Kids (CalWORKs), CalFresh (formerly food stamps), Program Integrity, Child Care, Immigration and Refugee Programs, and Housing and Homeless Prevention, as well as associated Integrity and Automation Systems. Prior to holding his current position, Mr. Bland was deputy legislative analyst of the Health and Human Services Section at California's Legislative Analyst's Office (LAO), where he supervised all budget and policy analysis pertaining to health and social services. Earlier in his career Mr. Bland was a project manager at Economic and Planning Systems and a performance auditor at the Office of the Auditor General. Mr. Bland also served on the National Conference of State Legislatures Executive Committee on Welfare Reform Reauthorization from 2001 through 2005. He holds a Master in Public Policy from Harvard; and a Bachelor of Arts in history from Yale.

MICHAEL HERALD

Director of Policy Advocacy, Western Center on Law and Policy

Mike Herald has worked as a legislative and administrative advocate for 20 years in Sacramento. A native Californian, Mr. Herald graduated from University of California, Santa Barbara in 1978 and got a Juris Doctorate from Golden Gate University in 1992. In between he spent 11 years as a community organizer and political consultant in Tacoma, Washington, Wilmington, Delaware and Watsonville, California. In 1992 after passing the California bar exam, he went to work as a lobbyist for Housing California. In 1998 Mr. Herald became executive director of Housing California and helped lead the successful effort to expand affordable housing funding in the state. In early 2002, Mr. Herald was appointed by Governor Davis as Deputy Director for External Affairs at the Department of Housing and Community Development and later served as acting Legislative Director. In late 2003 he became the public benefit advocate for the Western Center on Law and Poverty. Mr. Herald has worked on issues such as CalWORKs, SSI, CalFresh, access to justice, homelessness, fair housing, wage garnishment, the state budget, minimum wage and reducing the impact of traffic fines. He is a regular presenter and speaker at conferences and legislative hearings and has been quoted frequently in the press on a variety of issues. From 2011 through 2016 Mr. Herald represented the California Applicant Attorneys' Association in the Legislature. Mr. Herald has served as a mentor and contributor to the Women's Policy Institute since 2004 and is a board member for Friends Outside. In October 2016 Mr. Herald became Director of Policy Advocacy for Western Center.

ANN HUFF STEVENS

**Deputy Director, Center for Poverty Research and Professor of
Economics, University of California, Davis**

Ann Huff Stevens is Deputy Director of the Center for Poverty Research and Professor of Economics at University of California, Davis. She studies low income workers and labor markets, the incidence and effects of job loss, connections between economic shocks and health, and poverty and safety net dynamics. Her current work examines returns to vocational education programs, the dynamics of Earned Income Tax Credit (EITC) eligibility, and long-term effects of labor force non-participation. Stevens previously served on the faculty at Rutgers and Yale Universities and is a faculty research associate with the National Bureau of Economic Research. At the University of California, Davis, Stevens has served as Chair of the Department of Economics and Interim Dean of the Graduate School of Management. She received her Ph.D. from the University of Michigan and has served as a principal investigator on grants from the United States Department of Health and Human Services, the National Science Foundation and other agencies.

CLOSING KEYNOTE SESSION

THURSDAY, DECEMBER 7, 2017 • 10:15 a.m. – 11:45 a.m.

BLIND SPOTS TO BRIGHT SPOTS

Creating opportunity and lasting economic security requires more than strong services. Mia will share insights about creating individual and systemic change that provides the necessary conditions for real progress.



MIA BIRDSONG

Community Activist & Advocate

Mia Birdsong is a family and community visionary who has spent more than 20 years fighting for the self-determination, and pointing out the brilliant adaptations, of everyday people. As Co-Director of Family Story, she is updating this nation's outdated picture of the family in America (hint: rarely 2.5 kids and two heterosexual parents living behind a white picket fence). She is a Senior Fellow at the Economic Security Project, where she is expanding the current universal basic income movement to include perspectives and leadership from communities experiencing economic and racial injustice. Previously, Ms. Birdsong was the Vice President of the Family Independence Initiative, an organization that leverages the power of data and stories to illuminate and accelerate the initiative low-income families take to improve their lives.

Ms. Birdsong's 2015 TED talk, "The Story We Tell About Poverty Isn't True," has been viewed over 1.6 million times already. She publishes widely, including her occasional cult-favorite column [#advicefromagrownandsexyblackwoman](#), and speaks at universities and conferences across the country. She is also a modern Renaissance woman. She has spent time organizing to abolish prisons, teaching teenagers about sex and drugs, interviewing literary luminaries like Edwidge Danticat, David Foster Wallace, and John Irving, and attending births as a midwifery apprentice.

Ms. Birdsong is a graduate of Oberlin College, an inaugural Ascend Fellow of The Aspen Institute, and a New America California Fellow. She sits on the Board of Directors of Forward Together and the North Oakland Community Charter School. She lives and dreams big in Oakland, California.

SPONSORS/EXHIBITORS

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TRAINING ACADEMY GRID SCHEDULE

TUESDAY DECEMBER 5

DAY ONE	CAPITAL SALON A	CAPITAL SALON B
7:30 a.m. – 6:30 p.m.	Registration	GRAND BALLROOM FOYER
8:30 a.m. – 12:00 p.m. PRE-ACADEMY	CALWORKS PRE-ACADEMY: Strength-Based Motivational Engagement Strategies	
12:00 p.m. – 1:00 p.m.	Lunch on your own	
1:00 p.m. – 2:30 p.m.	Opening General Session	GRAND BALLROOM
2:30 p.m. – 2:45 p.m.	Refreshment Break & Exhibit Viewing	
2:45 p.m. – 3:45 p.m. SESSION ONE	1A: Ready, Set, Engage - Start with the Customer!	1B: Learning from the Ground Up: Increasing Educational Success Among CalWORKs Clients and Improving CalWORKs Program Responsiveness to Client Needs
3:45 p.m. – 4:00 p.m.	Afternoon Break & Exhibit Viewing	
4:00 p.m. – 5:00 p.m. SESSION TWO	2A: Building the Foundation for a Career Pathway: Using a Strengths-Based Online Assessment Tool to Support Client Career Development	2B: Learning from the Ground Up: Learning from CalWORKs Clients how to Make the Program More Responsive to Their Needs
5:00 p.m. – 7:00 p.m.	Networking Reception & Exhibit Viewing	GRAND BALLROOM

WEDNESDAY DECEMBER 6

DAY TWO	CAPITAL SALON A	CAPITAL SALON B
7:00 a.m. – 5:00 p.m.	Registration	GRAND BALLROOM FOYER
7:30 a.m. – 8:30 a.m.	Continental Breakfast & Exhibit Viewing	
8:30 a.m. – 10:00 a.m. SESSION THREE	3A: Developing Meaningful Welfare to Work Plans (Session 1)	3B: Coordinating Services for Victims of Domestic Violence and Immigration: What County Welfare Departments Need to Know
10:00 a.m. – 10:15 a.m.	Morning Break & Exhibit Viewing	
10:15 a.m. – 11:45 a.m. SESSION FOUR	4A: Developing Meaningful Welfare to Work Plans (Session 2)	4B: Serving Qualified Immigrants: Policy, Planning, and Services Impacting Immigrant Families
12:00 p.m. – 1:15 p.m.	Lunch & Exhibit Viewing	
1:15 p.m. – 2:45 p.m. SESSION FIVE	5A: Coaching Through Resistance (Session 1)	5B: Trauma-Informed Approaches and Best Practices in Engaging and Serving Trafficking and Crime Victims Assistance Program (TCVAP) and CalWORKs Clients
2:45 p.m. – 3:00 p.m.	Afternoon Break & Exhibit Viewing	
3:00 p.m. – 4:30 p.m. SESSION SIX	6A: Coaching Through Resistance (Session 2)	6B: CalWORKs Eligibility Case File Reviews: Year Three Update

THURSDAY DECEMBER 7

DAY THREE	CAPITAL SALON A	CAPITAL SALON B
7:00 a.m. – 11:45 a.m.	Registration	GRAND BALLROOM FOYER
7:30 a.m. – 8:30 a.m.	Continental Breakfast & Exhibit Viewing	
8:30 a.m. – 10:00 a.m. SESSION SEVEN	7A: The Many Faces of Bias, and Bridging Barriers to Opportunity	7B: Subsidized Employment Outcomes Project Report by Third Sector Capital Partners, Inc.
10:00 a.m. – 10:15 a.m.	Break & Exhibit Viewing	
10:15 a.m. – 11:45 a.m.	Closing Keynote Session	GRAND BALLROOM

TRAINING ACADEMY GRID SCHEDULE

CAPITAL SALON C	CAPITAL SALON D	GARDEN/TERRACE ROOM	DAY ONE
			7:30 a.m. – 6:30 p.m.
CALWORKS PRE-ACADEMY (9:00 a.m. – 12:00 p.m.): CalWORKs Housing Support Program Pre-Academy/Forum			8:30 a.m. – 12:00 p.m. PRE-ACADEMY
			12:00 p.m. – 1:00 p.m.
			1:00 p.m. – 2:30 p.m.
			2:30 p.m. – 2:45 p.m.
1C: Consumer Education in CalWORKs Child Care	1D: Are Your Clients Ready to Set the 24-Month Time Clock? Technical Assistance Training on Utilizing the 24-Month Time Clock (MTC)	1E: Civil Rights and Reasonable Accommodation	2:45 p.m. – 3:45 p.m. SESSION ONE
			3:45 p.m. – 4:00 p.m.
2C: The Future of Program Automation	2D: Making Every Hour Count: Reporting Strategies to Maximize Client Flexibility	2E: CalFresh Employment and Training Program: An Introduction to CalFresh E&T	4:00 p.m. – 5:00 p.m. SESSION TWO
			5:00 p.m. – 7:00 p.m.

CAPITAL SALON C	CAPITAL SALON D	GARDEN/TERRACE ROOM	DAY TWO
			7:00 a.m. – 5:00 p.m.
			7:30 a.m. – 8:30 a.m.
3C: The Intercounty Transfer (ICT) Process and SB 1339	3D: Creating a Trauma-Informed Organization	3E: Welfare to Work Sanction Reductions and Reengagement Strategies	8:30 a.m. – 10:00 a.m. SESSION THREE
			10:00 a.m. – 10:15 a.m.
4C: State and Federal Earned Income Tax Credits (EITCs)	4D: RADEP! - A Guide to Complete and Accurate Federal WPR Reporting	4E: Compassion Fatigue/Secondary Trauma: Destroyer of Workplace Compassion and Morale	10:15 a.m. - 11:45 a.m. SESSION FOUR
			12:00 p.m. - 1:15 p.m.
5C: Relationships Matter: Interpersonal Skills for Success at Work & at Home	5D: Integrating Housing and Social Services Workshop	5E: CalWORKs 2.0 and Your County	1:15 p.m. – 2:45 p.m. SESSION FIVE
			2:45 p.m. - 3:00 p.m.
6C: Program Integrity and Early Fraud Prevention in CalWORKs	6D: Pathways for WIOA Partnerships	6E: Breaking Down Barriers, Building Up Hope: Serving CalWORKs Clients with Major and Multiple Barriers	3:00 p.m. – 4:30 p.m. SESSION SIX

CAPITAL SALON C	CAPITAL SALON D	GARDEN/TERRACE ROOM	DAY THREE
			7:00 a.m. – 11:45 a.m.
			7:30 a.m. – 8:30 a.m.
7C: H.O.T. Communication: The A.B.C.'s of County-College-Participant Collaboration	7D: Cultural Competence: Case Management Skills for a Diverse Caseload	7E: Are Your Clients Ready to Set the 24-Month Time Clock? Technical Assistance Training on Utilizing the 24-Month Time Clock (MTC) <i>(repeat of 1D)</i>	8:30 a.m. – 10:00 a.m. SESSION SEVEN
			10:00 a.m. – 10:15 a.m.
			10:15 a.m. – 11:45 a.m.

AGENDA: DAY ONE

TUESDAY, DECEMBER 5, 2017

7:30 a.m. – 6:30 p.m.	Registration	Grand Ballroom Foyer
	CALWORKS PRE-ACADEMY	
8:30 a.m. – 12:00 p.m.	Strength-Based Motivational Engagement Strategies	Capital Salon AB
9:00 a.m. – 12:00 p.m.	CalWORKs Housing Support Program Pre-Academy/Forum	Capital Salon CD
12:00 p.m. – 1:00 p.m.	Lunch on own	
1:00 p.m. – 2:30 p.m.	OPENING GENERAL SESSION	Grand Ballroom
	Welcome Remarks Kim Johnson , Chief, CalWORKs & Child Care Branch, California Department of Social Services Will Lightbourne , Director, California Department of Social Services PANEL PRESENTATION: Poverty in California: Looking Ahead PANELISTS: Sayori Baldwin , Assistant Director, Self Sufficiency Division, County of Riverside Department of Public Social Services Todd Bland , Deputy Director, California Department of Social Services Michael Herald , Director of Policy Advocacy, Western Center on Law and Policy Ann Huff Stevens , Deputy Director, Center for Poverty Research & Professor of Economics, University of California, Davis MODERATOR: Kim Johnson , Chief, CalWORKs & Child Care Branch, California Department of Social Services	
2:30 p.m. – 2:45 p.m.	Refreshment Break and Exhibit Viewing	Grand Ballroom
2:45 p.m. – 3:45 p.m.	SESSION ONE	
1A	Ready, Set, Engage - Start with the Customer! What would our programs look like if we designed them by starting with what people need, and not laws and regulations? Over 1,200 people in the public workforce system have been trained in the methods of Human Centered Design, where diverse teams from multiple agencies came together to improve the customer experience and customer outcomes. They learned how to empathize with their customers, gain new and surprising insights, and to prototype and test new ways of designing programs and delivering services. This session will cover the basics of Human Centered Design, and will be full of stories and examples of how using this method brings renewed energy, commitment and joy to customers and the people who serve them. Come be inspired to learn a new way of thinking about your work, and what is possible, even within the confines of government!	Capital Salon A Virginia Hamilton , Regional Administrator, Region 6, Employment and Training Administration, United States Department of Labor
1B	Learning from the Ground Up: Increasing Educational Success Among CalWORKs Clients and Improving CalWORKs Program Responsiveness to Client Needs This session will start with a 15-minute introductory presentation which will include a quick overview of the CalWORKs Senate Bill (SB) 1041 evaluation being conducted by the RAND Corporation and the American Institutes for Research (AIR), including key findings from our fieldwork, our administrative data analysis, and our longitudinal survey of CalWORKs families. This overview will focus on the implementation of SB 1041 at the county level and will feature an early look at the impacts of SB 1041. This session will also highlight our findings related to differences across counties in the use of education opportunities by CalWORKs clients. We will hold a Q&A discussion with a college representative and a CalWORKs representative from a county that has achieved success in community college enrollment. The discussion will center around key challenges and how they might be overcome, best practices that other counties might replicate, and how to sustain success in this area. Audience members will be encouraged to ask questions and add their insights and expertise.	Capital Salon B Myrian Elvambueno , Social Services Program Supervisor, Fresno County Department of Social Services Gabriele Fain , Principal Researcher, American Institutes for Research Mary Beth Mossette , CalWORKs Director, Fresno City College

AGENDA: DAY ONE

TUESDAY, DECEMBER 5, 2017

2:45 p.m. – 3:45 p.m.

SESSION ONE (continued)

1C

Consumer Education in CalWORKs Child Care

The California Department of Social Services, Child Care Programs Bureau (CCPB) in collaboration with state, county and community based partners, will facilitate a workshop discussion about best practices and recent updates in child care consumer education. Attendees will learn about the concept of consumer education and how it enables CalWORKs families to make informed choices when choosing child care, as well as access other supportive services that may increase their capacity to achieve self-sufficiency. This workshop will highlight the importance of utilizing culturally responsive, diversified modes of communication to increase family engagement, and ensure that families, child care providers and the public are knowledgeable about the resources and services that are available.

Capital Salon C

Michele Grant, Policy Manager, Child Care Programs Bureau, California Department of Social Services

Rowena Kamo, Research Director, California Child Care Resource & Referral Network

Beverly Parnell, Policy Analyst, Child Care Programs Bureau, California Department of Social Services

Roberta Williams, Child Care Advocate, Community Care Licensing, California Department of Social Services

1D

Are Your Clients Ready to Set the 24-Month Time Clock? Technical Assistance Training on Utilizing the 24-Month Time Clock (MTC)

This workshop is designed to inform counties how to utilize the 24-MTC in the most beneficial way for their clients. We will focus on the intent behind the 24-MTC and provide examples of how 24-MTC utilization can lead to positive client outcomes through expanded opportunities for education and training, barrier removal, and work readiness activities. This workshop will also clarify good cause, extensions, and sanctions so clients can receive the full benefit of services and support offered by the program.

Capital Salon D

Michael Billingsley, Research Analyst, CalWORKs Employment Bureau, California Department of Social Services

Geoffrey Miller, Chief, Program Oversight & Policy Section, CalWORKs Employment Bureau, California Department of Social Services

Kayla Paulick, Analyst, CalWORKs Employment Bureau, California Department of Social Services

1E

Civil Rights and Reasonable Accommodation

County Welfare Departments have an obligation to ensure equal and meaningful access for clients with disabilities by providing reasonable accommodations in accordance with the Rehabilitation Act of 1973, Section 504, Title II of the Americans with Disabilities Act and California Government Code Section 11135. This session will discuss best practices around identifying applicants/clients with a disability and providing those individuals with a reasonable accommodation.

Garden/Terrace

Claudia Cabrera, Program Analyst, Civil Rights Unit, California Department of Social Services

Lee Macias, Manager, Civil Rights Unit, California Department of Social Services

Jesus Manzanero, Application & Decision Support Specialist II, County of Santa Clara, Social Services Agency

Becky Moskowitz, Senior Attorney, Law Foundation of Silicon Valley

3:45 p.m. – 4:00 p.m.

Afternoon Break and Exhibit Viewing

Grand Ballroom

AGENDA: DAY ONE

TUESDAY, DECEMBER 5, 2017

4:00 p.m. – 5:00 p.m.

SESSION TWO

2A Building the Foundation for a Career Pathway: Using a Strengths-Based Online Assessment Tool to Support Client Career Development

Since summer 2015, all county welfare departments statewide have used the customized Online CalWORKs Appraisal Tool (OCAT) to assess client job readiness, create self-sufficiency plans, and help put CalWORKs clients on a path toward self-sufficiency. Attendees will discuss how OCAT streamlines work readiness planning activities, assists case workers with understanding clients' strengths and barriers, and pinpoints needed services. Attendees will also discuss current lessons learned from implementation to date, and methods to improve client and caseworker engagement with the tool.

Capital Salon A

Ed Cuellar, Manager III, Stanislaus County Community Services Agency

Christine Ly, Instructor, University of California, Davis, Center for Human Services

Christina Techico, Principal, ICF

Andrew Wilson, Program Analyst, CalWORKs Employment Bureau, California Department of Social Services

2B Learning from the Ground Up: Learning from CalWORKs Clients how to Make the Program More Responsive to Their Needs

This session will start with a 15-minute introductory presentation which will include a quick overview of the CalWORKs Senate Bill (SB) 1041 evaluation being conducted by the RAND Corporation and the American Institutes for Research (AIR), including key findings from our fieldwork, our administrative data analysis, and our longitudinal survey of CalWORKs families. This overview will focus on the implementation of SB 1041 at the county level and will feature an early look at the impacts of SB 1041.

We will describe early findings from our data collection efforts among CalWORKs clients and staff. We will then hold a Q&A session with a representative involved in the development and/or implementation of the Online CalWORKs Appraisal Tool (OCAT), as well as a client advocate, to discuss challenges and opportunities in working with the OCAT. Audience members will be encouraged to ask questions and add their insights and expertise.

Capital Salon B

Dionne Barnes-Proby, Senior Policy Analyst, RAND Corporation

Veronica Hamel, Program Specialist, Sacramento County Department of Human Assistance

Damien Ladd, Chief, CalWORKs Employment Bureau, California Department of Social Services

2C The Future of Program Automation

Come learn about the current program automation environment, recent federal directives, and future plans for automation! This workshop will provide an overview of the Statewide Automated Welfare Systems (SAWS) Single System strategy and future roadmap planning, as well as an update on the statewide Online CalWORKs Appraisal Tool (OCAT).

This workshop will also preview efforts to improve the Medi-Cal Eligibility Data System (MEDS) with the MEDS Modernization Project, the future SAWS Consolidated Portal, as well as a look into Electronic Benefit Transfer (EBT) 3 and information regarding the Farmer's Market Program.

Capital Salon C

Brittney Blake, Program Analyst, Statewide Automated Welfare Systems Unit, Program Automation Bureau, California Department of Social Services

Analyn Deloso, Acting Chief, Program Automation Bureau, California Department of Social Services

Virginia Lugo, Chief, Program Integrity & Automation Branch, California Department of Social Services

John Morton, Staff Services Manager, Electronic Benefit Transfer/Welfare Technology Unit, Program Automation Bureau, California Department of Social Services

AGENDA: DAY ONE

TUESDAY, DECEMBER 5, 2017

4:00 p.m. – 5:00 p.m.

SESSION TWO (continued)

2D

Making Every Hour Count: Reporting Strategies to Maximize Client Flexibility

Currently, California Department of Social Services (CDSS) is traveling the state providing Technical Assistance (TA) trainings regarding the Welfare to Work (WTW) 24-month time clock, and other changes to CalWORKs. This workshop focuses on a key topic within the TA training for how to federally report client participation data in an increasingly flexible CalWORKs program in order to maximize work participation rate outcomes, with a special focus on reporting time-limited activities, such as vocational education, and job search and job readiness activities. The workshop will describe and model the differences and effective strategies for assigning activities on the WTW 2 form, reporting participation to CDSS on the WTW 25 form, and reporting federally via RADEP and Enterprise II Lite (E2lite).

Capital Salon D

Michael Billingsley, Research Analyst, CalWORKs Employment Bureau, California Department of Social Services

Geoffrey Miller, Chief, Program Oversight & Policy Section, CalWORKs Employment Bureau, California Department of Social Services

Bill Velazquez, Staff Services Manager, Federal Data Reporting & Analysis Bureau, California Department of Social Services

2E

CalFresh Employment and Training Program: An Introduction to CalFresh E&T

Many CalFresh recipients find a path to better jobs and better wages by participating in Employment and Training (E&T) programs while receiving CalFresh nutrition assistance. This workshop will give attendees a fundamental understanding of the policy, administration, and benefits of the CalFresh Employment and Training program.

Garden/Terrace

Haris Ahmed, CalFresh Employment and Training Program Analyst, California Department of Social Services

Kristi Duthler, CalFresh Employment Training Program Analyst, California Department of Social Services

Sarah Turner, CalFresh Employment Training Manager, California Department of Social Services

5:00 p.m. – 7:00 p.m.

Networking Reception and Exhibit Viewing

Grand Ballroom

AGENDA: DAY TWO

WEDNESDAY, DECEMBER 6, 2017

7:00 a.m. – 5:00 p.m.	Registration	Grand Ballroom Foyer
7:30 a.m. – 8:30 a.m.	Continental Breakfast and Exhibit Viewing	Grand Ballroom
8:30 a.m. – 10:00 a.m.	SESSION THREE	
3A	<p>Developing Meaningful Welfare to Work Plans (Session 1)</p> <p>Success in Welfare to Work (WTW) depends on a thorough understanding of the customer's strengths, barriers, interests and needs. A significant step in this process of case management is the assessment of customer and family needs. This workshop will uncover ways to work with individual customers on developing attainable personalized WTW plans through quantitative and qualitative assessment strategies.</p> <p>Attendees will learn ways to engage customers through a wide variety of activities that will assist customers in the transition from welfare to work, and maximize their potential for success. This segment introduces and refreshes knowledge, skills and attitudes needed to implement strengths-based case management, facilitating customer's recognition and use of individual and family assets (or strengths). Learning objectives include: 1) Assessing customer's strengths; 2) Options for WTW activities; 3) Developing realistic goals and objectives with customers; and 4) Marketing Job Readiness and Work Experience Activities.</p>	<p>Capital Salon A</p> <p>Christine Ly, Instructor, University of California, Davis, Center for Human Services</p>
3B	<p>Coordinating Services for Victims of Domestic Violence and Immigration: What County Welfare Departments Need to Know</p> <p>This workshop will highlight best practices in coordinating information sharing and services amongst domestic abuse and immigration (serving) organizations, and county welfare departments. Attendees will also walk away with at least 10 trauma-informed care practices that they could incorporate into their local efforts for serving immigrant clients.</p>	<p>Capital Salon B</p> <p>Reijie Baloyos, Employment and Immigration Advocate, My Sister's House</p> <p>Laura Clegg, Deputy Director, A Community for Peace</p> <p>Sarah Ropelato, Senior Attorney, Legal Services of Northern California</p> <p>Nilda Valmores, Executive Director, My Sister's House</p>
3C	<p>The Intercounty Transfer (ICT) Process and SB 1339</p> <p>This workshop will provide attendees with an overview of the inter-county transfer (ICT) process in the CalWORKs, CalFresh and Medi-Cal/Health Care programs. The workshop will provide an overview of the duties and responsibilities for recipients, sending counties, and receiving counties. Attendees will also learn of new changes to the ICT process due to the passage of Senate Bill (SB) 1339 and receive answers to frequently asked questions. Two county representatives will be on this panel to discuss the ICT process from a county perspective. The panel will consist of program staff from the California Department of Social Services, California Department of Health Care Services, San Bernardino County, and Santa Clara County. Attendees will be able to ask the panel questions during the Q&A session immediately following the presentation.</p>	<p>Capital Salon C</p> <p>Richard Calles, Deputy Director, San Bernardino County Transitional Assistance Department</p> <p>Shawn Dorris, Program Manager, CalWORKs Eligibility Bureau, California Department of Social Services</p> <p>Alexis Fernandez, Section Chief, CalFresh Policy Bureau, California Department of Social Services</p> <p>Crystal Grant, Analyst/ICT Subject Matter Expert, CalWORKs Eligibility Bureau, California Department of Social Services</p> <p>Guadalupe Sanchez, Medi-Cal Eligibility Division Analyst, Department of Health Care Services</p> <p>Tamika Van Den Akker, CalWORKs Program Specialist, Santa Clara Social Services Agency</p>

AGENDA: DAY TWO

WEDNESDAY, DECEMBER 6, 2017

8:30 a.m. – 10:00 a.m.	SESSION THREE (continued)	
	3D Creating a Trauma-Informed Organization An organization that is trauma-informed realizes the widespread impact of trauma and understands potential paths for wellness. Utilizing trauma-informed evidenced-based practices enables an organization to create a culture and a structure that integrates healing into its policies, procedures, trainings, and practices that engender a sense of safety and seeks to actively resist re-traumatization. Without awareness of how to address trauma in our organizations, services can be ineffective and can inadvertently continue to cause injury. With developing a shared understanding and a trauma informed care framework, the organization creates a structure and philosophy of healing and integrates these ideas into its policies, procedures, trainings, environment and practices. Learn how, by adopting trauma-informed evidenced-based approaches, an organization can create a culture of healing that is conducive to staff and clients' sense of wellbeing.	Capital Salon D Ané Watts , ANEW Life & Work
	3E Welfare to Work Sanction Reductions and Reengagement Strategies Encouraging participation can be challenging as individuals face obstacles and need support. This workshop will provide attendees with information on strategies for reducing sanctions and engaging welfare-to-work participants. Humboldt and Los Angeles County will be presenting their successful programs and processes.	Garden/Terrace Celeste Anonas , Administrative Services Manager I, Los Angeles Department of Social Services Thana Ash , Employment Services Manager, Transitional Assistance Department Marti Hufft , Program Manager II, Humboldt County Department of Health and Human Services Reggie Martinez , Program Analyst, CalWORKs Employment Bureau, California Department of Social Services Rhonda Wolke , Interim Deputy Director, Transitional Assistance Department
10:00 a.m. – 10:15 a.m.	Morning Break and Exhibit Viewing	Grand Ballroom

AGENDA: DAY TWO

WEDNESDAY, DECEMBER 6, 2017

10:15 a.m. - 11:45 a.m.

SESSION FOUR

4A

Developing Meaningful Welfare to Work Plans (Session 2)

Success in Welfare to Work (WTW) depends on a thorough understanding of the customer's strengths, barriers, interests and needs. A significant step in this process of case management is the assessment of customer and family needs. This workshop will uncover ways to work with individual customers on developing attainable personalized WTW plans through quantitative and qualitative assessment strategies.

Attendees will learn ways to engage customers through a wide variety of activities that will assist customers in the transition from welfare to work, and maximize their potential for success. This segment introduces and refreshes knowledge, skills and attitudes needed to implement strengths-based case management, facilitating customer's recognition and use of individual and family assets (or strengths). Learning objectives include: 1) Assessing customer's strengths; 2) Options for WTW activities; 3) Developing realistic goals and objectives with customers; and 4) Marketing Job Readiness and Work Experience Activities.

Capital Salon A

Christine Ly, Instructor, University of California, Davis, Center for Human Services

4B

Serving Qualified Immigrants: Policy, Planning, and Services Impacting Immigrant Families

It is estimated that roughly 100,000 of child-only CalWORKs cases include undocumented parents. Mixed-status families often include United States citizens, undocumented immigrants and lawful permanent residents (greencard holders) or visa holders all in one family. In this workshop, immigration attorneys Rachel Prandini and Sally Kinoshita, from the Immigrant Legal Resource Center, will provide an overview of the current and changing immigration policies impacting immigrant families, the types of immigration legal services available in California, and family preparedness planning that parents can start now to ensure the best care for their children in case they are detained or deported. After attending this presentation, attendees will understand recent immigration actions taken by the Trump Administration and how they may impact immigrant children and families, how to help parents prepare for possible detention or deportation, and how to connect immigrant families with trustworthy immigration legal services providers in California.

Capital Salon B

Sally Kinoshita, Deputy Director, Immigrant Legal Resource Center

Rachel Prandini, Immigrant Youth Project Attorney, Immigrant Legal Resource Center

4C

State and Federal Earned Income Tax Credits (EITCs)

California is currently in the second year of providing the state credit to the working poor. For the 2017 tax year, California expanded its EITC eligibility criteria by raising the income limits and allowing self-employed workers to qualify for the credit. Both state and federal EITC programs have proved to provide critical support to individuals and families living in poverty. This workshop will provide an overview of EITC and how CalWORKs clients can benefit from the tax credits. Presenters will also focus on both federal and state EITCs, explain how each credit works, and discuss outreach efforts and strategies to further increase the number of Californians claiming EITCs.

Capital Salon C

Alissa Anderson, Senior Policy Analyst, California Budget & Policy Center

Wesley Gomes, Outreach & Education Specialist, Stakeholder Partnerships, Education & Communication (SPEC), Internal Revenue Service (IRS)

Jason Montiel, Spokesman, Franchise Tax Board, Public Affairs Office

Nalleli Sandoval, Income-Earned Income Tax Credit Program Manager, United Ways of California

Ryan Tsukiji, Staff Services Manager, CalWORKs/Tribal Temporary Assistance for Needy Families Program, California Department of Social Services

AGENDA: DAY TWO

WEDNESDAY, DECEMBER 6, 2017

10:15 a.m. - 11:45 a.m.	SESSION FOUR (continued)	
4D	RADEP! - A Guide to Complete and Accurate Federal WPR Reporting <p>This workshop will feature staff from California Department of Social Services' (CDSS) Research Services Branch and the CalWORKs Employment Bureau who will provide attendees with detailed information on the web-based Research and Development Enterprise Project (RADEP) system that gathers data for the federal Temporary Assistance for Needy Families (TANF) program, and Quality Control reviews, as well as differentiate State versus County reporting responsibilities.</p>	Capital Salon D <p>Samantha Basquez, Program Manager, CalWORKs Employment Bureau, California Department of Social Services</p> <p>Sandra Pinto, Program Analyst, Program Analyst, Performance Monitoring & Research Bureau, California Department of Social Services</p> <p>Bill Velazquez, Staff Services Manager, Federal Data Reporting & Analysis Bureau, California Department of Social Services</p>
4E	Compassion Fatigue/Secondary Trauma: Destroyer of Workplace Compassion and Morale <p>Secondary traumatic stress, or compassion fatigue, is common among people who help others. Human assistance personnel often are exposed to the details of their client's childhood and adult traumas. These disclosures may, and often do, place Department of Human Assistance (DHA) workers at risk for developing compassion fatigue.</p> <p>Supervisors need to be aware of compassion fatigue within their units, and be able of recognizing its signs and symptoms. Support strategies that include stress reduction and anxiety management are needed. The goal is a compassionate and supportive work environment. This, then, is the first line of defense against worker burn-out from exposure to secondary traumatic stress.</p>	Garden/Terrace <p>Carolyn Rich Curtis, Author, Consultant</p> <p>Charles Stolzenbach, Senior Mental Health Counselor, Department of Health and Human Services, Sacramento County</p>
12:00 p.m. - 1:15 p.m.	Lunch & Exhibit Viewing	Grand Ballroom

AGENDA: DAY TWO

WEDNESDAY, DECEMBER 6, 2017

1:15 p.m. – 2:45 p.m.

SESSION FIVE

5A Coaching Through Resistance (Session 1)

This two-part workshop will focus on coaching using the Goal, Reality, Obstacles, Options, Way Forward (GROW) model (by Sir John Whitmore), and Interactional Helping Skills by Shulman which are powerful approaches to helping people make changes in their lives. It includes instruction, opportunities for reflection, practice of skills, and strategies that are useful in helping clients change their lives. It focuses on strategies case managers use to establish and maintain a helping relationship with case workers and clients. By the end of this workshop, trainees will: 1) Have an increased awareness in what can hinder the coaching process; 2) Have skills to roll and work with resistance; 3) How to help the client progress through the stages of change; and 4) Apply the GROW coaching model in working with clients.

Capital Salon A

Christine Ly, Instructor, University of California, Davis, Center for Human Services

5B Trauma-Informed Approaches and Best Practices in Engaging and Serving Trafficking and Crime Victims Assistance Program (TCVAP) and CalWORKs Clients

This workshop will present information on the TCVAP which provides state-funded benefits and services to non-citizen victims of human trafficking, domestic violence and other serious crimes. Participants will receive technical assistance on eligibility requirements, the application process and TCVAP client certification and eligibility for federal benefits. Benefits and services available through TCVAP include cash assistance, food stamps, medical assistance, and social services, including employment and training programs. In addition, the International Rescue Committee (IRC) will provide best practices in trauma-informed service delivery as well as practical suggestions for a CalWORKs caseworker approach to serving clients. IRC provides direct services to survivors and works closely with CalWORKs in ensuring access to benefits.

Capital Salon B

Kristina Hanna, Anti-Trafficking Caseworker, International Rescue Committee (IRC)

Julia Ortiz-Rios, Policy Analyst, Refugee Programs Bureau, California Department of Social Services

Amy Watson, Health and Gender Programs Manager, International Rescue Committee (IRC)

AGENDA: DAY TWO

WEDNESDAY, DECEMBER 6, 2017

1:15 p.m. – 2:45 p.m.

SESSION FIVE (continued)

5C Relationships Matter: Interpersonal Skills for Success at Work & at Home

Interpersonal competencies are key to becoming work-ready, retaining employment, as well as building family stability, which nurtures and protects children. Explore the rationale behind teaching social and emotional interpersonal skills from both the employer's and employee's perspectives.

We will highlight the Love Notes program, which engages in an innovative Two-Generation (2Gen) approach by integrating relationship skills with pregnancy prevention, violence prevention, parenting skills that can prevent adverse childhood experiences and increase workforce readiness. Learn from CalWORKs counselors who are using the program to help their students attain their educational, employment, family, and relationship goals.

Attendees of this session will: 1) Learn how relationship skills training meets employers' needs for work-ready employees; 2) Understand how relationship skills training helps employees retain their jobs, increase family stability, and decrease children's adverse experiences; and 3) Be able to describe how relationship skills can be effectively implemented with CalWORKs clients in the community college and community settings.

Capital Salon C

Terrie Hawthorne, MSW, CalWORKs Counselor, Moreno Valley College

Laura Nankervis, MS, CalWORKs Counselor, Victor Valley College

Kay Reed, Executive Director, The Dibble Institute

5D Integrating Housing and Social Services Workshop

In this workshop, presenters will provide information on how social service agencies can support families experiencing homelessness by making the most of limited resources and connecting to housing service providers in their local community. Key takeaways include innovative practices in utilizing various CalWORKs funding sources as well as community based resources or other funding streams to better bridge housing and social services systems. Panelists will also review what it means to be "Housing First" and how adopting this model supports successful family stabilization.

Capital Salon D

Robin Bostain, Employment and Training Supervisor, Shasta County Health and Human Services

Sumit Sapra, Family Self-Sufficiency Administrator, County of Orange Social Services Agency

Alicia Sutton, Chief, Housing, Homelessness and Civil Rights Branch, California Department of Social Services

5E CalWORKs 2.0 and Your County

CalWORKs 2.0 is a County Welfare Directors Association led effort to move California's most vulnerable families forward using a goal-achievement service delivery framework. To develop CalWORKs 2.0, a Strategic Initiative team worked collaboratively with counties to learn and innovate around best practices and evidence from the field. This session will focus on key elements of CalWORKs 2.0 and what application of these concepts looks like for counties.

Garden/Terrace

Natasha Nicolai, Human Services Researcher, Mathematica Policy Research

Jamie Pellow, Senior Client Services Counselor, Placer County Health and Human Services

Maria Rodriguez-Lopez, Program Manager for Employment Services, Kings County Human Services Agency

Noelle Simmons, Deputy Director of Economic Support and Self-Sufficiency, San Francisco County Human Services Agency

Jamie Sweeney, Client Services Program Supervisor, Placer County Health and Human Services

2:45 p.m. - 3:00 p.m.

Afternoon Break and Exhibit Viewing

Grand Ballroom

AGENDA: DAY TWO

WEDNESDAY, DECEMBER 6, 2017

3:00 p.m. – 4:30 p.m.

SESSION SIX

6A

Coaching Through Resistance (Session 2)

This two-part workshop will focus on coaching using the Goal, Reality, Obstacles, Options, Way Forward (GROW) model (by Sir John Whitmore), and Interactional Helping Skills by Shulman which are powerful approaches to helping people make changes in their lives. It includes instruction, opportunities for reflection, practice of skills, and strategies that are useful in helping clients change their lives. It focuses on strategies case managers use to establish and maintain a helping relationship with case workers and clients. By the end of this workshop, trainees will: 1) Have an increased awareness in what can hinder the coaching process; 2) Have skills to roll and work with resistance; 3) How to help the client progress through the stages of change; and 4) Apply the GROW coaching model in working with clients.

Capital Salon A

Christine Ly, Instructor, University of California, Davis, Center for Human Services

6B

CalWORKs Eligibility Case File Reviews: Year Three Update

This workshop will cover the CalWORKs Eligibility Case File Review processes. We are now in our third year of reviews and are excited to share what we have learned along the way with you, our county partners! Attendees will be given a refresher on the background and process for the reviews, common trends identified in policy and procedure and best practices we have observed. This is also an opportunity to obtain technical assistance from the analysts and managers visiting your counties and you will get a sneak peek at the 2018 review schedule!!

Capital Salon B

Brittney Johnson, Program Analyst, CalWORKs Eligibility Bureau, California Department of Social Services

Melinda Martin, CalWORKs/ Employment Services Training Supervisor, Placer County Health and Human Services

Theresa Showen, Program Manager, Employment Services, Lake County Department of Social Services

Elaine Ward, Chief, CalWORKs Eligibility Bureau, California Department of Social Services

6C

Program Integrity and Early Fraud Prevention in CalWORKs

In this workshop, participants will learn about efforts to improve program integrity in the CalWORKs program which include an overview of the new electronic Income and Eligibility Verification System (IEVS) and an update on the replacement of the Statewide Fingerprint Imaging System with a non-biometric alternative. Participants will also learn how to timely process IEVS matches, effectively communicate with applicants and recipients the importance of reporting and the consequences of failing to report certain information to prevent overpayments, and, where appropriate, make a request for investigation.

Capital Salon C

Lee Gemetti, Lieutenant, Sacramento County Department of Human Assistance, Program Integrity Division

Jessica Lopez, Chief, Welfare Fraud Bureau, Program Integrity and Automation Branch, California Department of Social Services

Scott Nielsen, Chief, Fraud Policy and Federal Compliance Section, Program Integrity and Automation Branch, California Department of Social Services

Kamilah Parker, Human Services Specialist, CalWORKs/CalFresh/MediCal Intake Worker, Sacramento County Department of Health and Human Services

AGENDA: DAY TWO

WEDNESDAY, DECEMBER 6, 2017

3:00 p.m. – 4:30 p.m.

SESSION SIX (continued)

6D

Pathways for WIOA Partnerships

One of the key requirements of the Workforce Innovation and Opportunity Act (WIOA) is partnership among diverse workforce agencies. But how can we break out of our silos to form strong partnerships? Sharing workforce information is one strategy to enhance partnerships and streamline both client and employer services. This workshop will provide guidance on current and upcoming resources: a detailed demonstration of the CalJOBSSM tracking system and an overview of the Cross-System Analytics and Assessment for Learning and Skills Attainment (CAAL-Skills) workforce data system. Additionally, this workshop will provide updates on WIOA partnership accomplishments and upcoming requirements to help CalWORKs programs keep WIOA partnerships up-to-date. Are you ready to leave your silos at the door? Then get set to engage your workforce partnerships and take them to the next level!

6E

Breaking Down Barriers, Building Up Hope: Serving CalWORKs Clients with Major and Multiple Barriers

This workshop will outline promising practices for Family Stabilization and Family Reunification/ Linkages programs. CalWORKs clients facing emergency circumstances or crisis situations can often have difficulty accessing supports and services. This workshop will include a panel of County Welfare Department representatives who will highlight successful strategies and practices for CalWORKs Family Stabilization and Family Reunification programs, with an emphasis on relationship-building. Attendees will learn successful strategies for the provision of supportive services and case management tools intended to promote effective dialogue and optimize relationships with the program participants.

Capital Salon D

Monica Cuellar-Lopez, Training Analyst, California Employment Development Department

Osvaldo Ramirez, Trainer Analyst, California Employment Development Department

Dan Rounds, Deputy Director, California Workforce Development Board

David Van Gee, Program Analyst, California Department of Social Services

Garden/Terrace

Samantha Basquez, Manager, CalWORKs Employment Bureau, California Department of Social Services

Carolyn Brown, Employment Services Specialist III, Yolo County Health and Human Services Agency

Victor Medrano, Linkages Coordinator, CalWORKs/Family and Children Services, San Francisco Human Services Agency

Jackie Mizell-Burt, Program Director, Los Angeles County Department of Public Social Services

Laura Munoz, Employment Services Specialist III, Yolo County Health and Human Services Agency

Kimberly O'Young, Teaming Unit Supervisor, Family and Children's Services Division, San Francisco Human Services Agency

Sheila Smith, Employment and Social Services Program Supervisor, Yolo County Health and Human Services Agency

AGENDA: DAY THREE

THURSDAY, DECEMBER 7, 2017

7:00 a.m. – 11:45 a.m.	Registration	Grand Ballroom Foyer
7:30 a.m. – 8:30 a.m.	Continental Breakfast and Exhibit Viewing	Grand Ballroom
8:30 a.m. – 10:00 a.m.	SESSION SEVEN	
7A	The Many Faces of Bias, and Bridging Barriers to Opportunity <p>This session will explore the role of Bias at the individual, organizational, and structural levels that impact opportunities and outcomes for service consumers. Examples of barriers and strategies from the presenters' experiences at Fresno County Child Welfare Services and Napa County Health and Human Services will serve as the backdrop for attendees to think about and design their own paths to improving access to quality services and outcomes. Attendees will receive an overview of the Social Determinants of Health (SDoH), discuss the impacts of Race and Cultural Equity in the work and possible strategies to make beneficial institutional change.</p>	Capital Salon A <p>Andrea Banks, Staff Services and Civil Rights Analyst, Napa County Health and Human Services Howard Himes, Director, Napa County Health and Human Services Agency Jennifer Swift, Diversity and Inclusion Coordinator, Napa County Health and Human Services</p>
7B	Subsidized Employment Outcomes Project Report by Third Sector Capital Partners, Inc. <p>Third Sector Capital Partners, Inc. received a grant to study ways to increase subsidized employment across California and advance an outcomes-oriented focus. Third Sector explored ways to develop new partnerships at the state and local levels, increase utilization of Expanded Subsidized Employment (ESE) funds, integrate performance incentives in ESE models, and provide counties with robust models and resources to explore and expand ESE programs. This presentation will include the results of county focus groups documenting best practices and challenges, an analysis of providers, intermediaries and employer partners, and additional research and interviews about funding and contracting models to increase ESE outcomes.</p>	Capital Salon B <p>Emily Fabiaschi, Senior Manager, Third Sector, Capital Partners, Inc. Damien Ladd, Chief, CalWORKs Employment Bureau, California Department of Social Services Vanessa Lin McGraw, Senior Associate, Third Sector, Capital Partners, Inc.</p>
7C	H.O.T. Communication: The A.B.C.'s of County-College-Participant Collaboration <p>H.O.T. Communication among counties, colleges, and participants is Honest, Open, and Three-way. Come to this interactive, experiential workshop in which you will learn that collaboration can be as simple as ABC: Always Be Communicating. The most common problem in county-college-student coordination is lack of communication among the parties and misunderstanding of each other's priorities, needs, and challenges. In this workshop, you will follow the path of a CalWORKs student from the county to the college, and back again. Learn how enhanced understanding and communication can help CalWORKs families achieve great jobs, college degrees, and bright, prosperous futures.</p>	Capital Salon C <p>Karen Baker, CalWORKs Specialist, California Community Colleges Chancellor's Office Aarin Edwards, Director, CalWORKs Parents Program, Glendale Community College Kim Johnson, Chief, CalWORKs and Child Care Branch, California Department of Social Services Karen Tu, Case Manager, Glendale Community College Sarah Tyson, Dean, Student Services & Special Programs Chancellors Office, California Community Colleges Chancellor's Office</p>

AGENDA: DAY THREE

THURSDAY, DECEMBER 7, 2017

8:30 a.m. – 10:00 a.m.	SESSION SEVEN (continued)	
7D	Cultural Competence: Case Management Skills for a Diverse Caseload Human service agency workers work with people from a variety of cultures each day. Race, ethnicity, class, gender, sexual orientation, language, and religion all play a role in shaping a person's culture. However, it can be easy to overlook how our own cultural backgrounds and experiences frame our perceptions of others. Without a thorough understanding of their own cultural perspectives, caseworkers risk making assumptions that interfere with their ability to work with CalWORKs clients effectively. This interactive workshop will introduce participants to the principles of cultural competence, and will provide resources, concepts, and practical techniques to help caseworkers understand their own cultural perspective and improve how they interact with individuals across cultures. Workshop participants will also learn about attitudes that affect cultural competence, and how they can recognize the strengths of all cultures. When a service provider sets aside preconceived ideas and seeks to learn more about a family's cultural values and collective experiences, the family will be more receptive to the program's message, an effective client-provider partnership based on mutual respect can be established, and the family's likelihood of success in reaching their goal of self-sufficiency will be higher.	Capital Salon D Robyn Cenizal , Principal, ICF Patrick Heiman , Training and Technical Assistance Manager, ICF
7E	Are Your Clients Ready to Set the 24-Month Time Clock? Technical Assistance Training on Utilizing the 24-Month Time Clock (MTC) (repeat of 1D) This workshop is designed to inform counties how to utilize the 24-MTC in the most beneficial way for their clients. We will focus on the intent behind the 24-MTC and provide examples of how 24-MTC utilization can lead to positive client outcomes through expanded opportunities for education and training, barrier removal, and work readiness activities. This workshop will also clarify good cause, extensions, and sanctions so clients can receive the full benefit of services and support offered by the program.	Garden/Terrace Michael Billingsley , Research Analyst, CalWORKs Employment Bureau, California Department of Social Services Geoffrey Miller , Chief, Program Oversight & Policy Section, CalWORKs Employment Bureau, California Department of Social Services Kayla Paulick , Analyst, CalWORKs Employment Bureau, California Department of Social Services
10:00 a.m. – 10:15 a.m.	Break and Exhibit Viewing	Grand Ballroom
10:15 a.m. – 11:45 a.m.	CLOSING KEYNOTE SESSION	Grand Ballroom
	Blind Spots to Bright Spots	Grand Ballroom
	Mia Birdsong , Community Activist & Advocate	

We Make Big things Possible



ICF is committed to working with public, private, and community based organizations to help vulnerable families and individuals achieve economic and social stability by building knowledge, improving skills and applying evidence-based practices.

We have a long-history of working in California and nationwide in domains such as:

Work Readiness for Vulnerable Populations—

- **Online CalWORKs Appraisal Tool (OCAT)**—ICF developed the online tool and conducted train-the-trainer sessions to roll-out OCAT to all 58 California counties. We built and operate a learning center, staff a helpdesk to respond to assistance needs from users, and provide on-going support and technical assistance to counties.
- **Low-income Career Pathways**—For Pacific Gas & Electric, ICF developed a training program for low-income, former migrant farm workers to retrain them for jobs in the Central Valley's commercial energy efficiency field. The four Investor Owned Utilities in California hired us to develop a framework for including low-income inclusionary hiring policies for all of their rate-payer energy efficiency programs.
- **Turnkey Workforce Development Solutions**—Based on an initiative implemented in the Port Covington area of Baltimore, ICF manages Real Work Matters, an outcomes-focused workforce solution that includes strategic planning and labor market analysis; community engagement and asset mapping; employer-driven occupational training; work readiness assessment; coordination with existing stakeholders, and workforce analytics and evaluation.
- **Evaluation**—ICF serves as the third party evaluator for the Inland Empire Regional Training Consortium (IERTC)'s Trade Adjustment Assistance Community College and Career Training (TAACCCT) grant focused on expanding training and job opportunities in advanced manufacturing.
- **Measuring Post-TANF Exit Outcomes**—ICF partners with the Colorado Department of Human Services to evaluate their programs and services by surveying individuals soon after they leave Colorado Works, the State's Temporary Assistance for Needy Families (TANF) program. This multi-year study lets Colorado DHS learn how program participation contributed to the family's self-sufficiency, and about former participants' employment status and wage rate.

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About ICF: ICF is a global consulting services company with over 5,000 specialized experts, but we are not your typical consultants. At ICF, business analysts and policy specialists work together with digital strategists, data scientists and creatives. We combine unmatched industry expertise with cutting-edge engagement capabilities to help organizations solve their most complex challenges. Since 1969, public and private sector clients have worked with ICF to navigate change and shape the future.

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DOUBLETREE HOTEL FACILITY MAP

